

ESG TABLE - QUEST GROUP

Indicators based on the ESG 2022 Athens Stock Exchange (ATHEX) Information Disclosure Guide ⁽¹⁾

Environment

ID ⁽⁴⁾	Metric Title	Metric Description	Measurement Unit	2019	2020	2021	Comments	Reference in Sustainability Report 2021 (page) ⁽²⁾	External Assurance ⁽³⁾
C-E1	Direct emissions (Scope 1)	Total Amount of Direct Emissions (Scope 1)	Tonnes equivalent CO ₂	760 (only ACS)	921 (of which 867 (94%) are from transport)	1075 (of which 841 (78%) are from transport)	During 2019 this indicator was reported only by the Group company ACS. For 2020-2021, measurements were undertaken for all the Group companies (with the exception of some retail stores and international subsidiaries). During 2021, the % of emissions from heating and cooling was increased due to the new building facilities of the company ACS	77 - 78	✓
C-E2	Indirect emissions (Scope 2)	Total Amount of Indirect Emissions (Scope 2)	Tonnes equivalent CO ₂	1.491 (only ACS)	4.386	3.620	During 2019 this indicator was reported only by the Group company ACS. For 2020-2021, measurements were undertaken for all the Group companies (with the exception of some retail stores and international subsidiaries)	77 - 78	✓
C-E3	Energy consumption within the organization	Total amount of energy consumption	MWh	(-)	11.187	12.931		75	✓
		% of energy consumed within the organization	Percentage (%)	(-)	65,5	64,9	Electrical energy consumed as percentage of total energy consumed	75	✓
		% of electrical energy that comes from renewable energy sources	Percentage (%)	(-)	16,5	21,6	Renewable energy consumed as percentage of total energy consumed as published by the Group's energy provider NRG (Source DAPEEP)	76	✓
A-E1	Other emissions (Scope 3)	Total Amount of other indirect Emissions (Scope 3)	Tonnes equivalent CO ₂	18.789 (only ACS)	20.126 (only ACS)	21.116 (only ACS)	For 2019-2021 this indicator was reported only by the Group company ACS. It has received external assurance for 2020-2021	78	✓
A-E2	Climate Change Risks and Opportunities	Description of the risks and opportunities that are related to climate change and can impact the business operations of the organization	Qualitative	Disclosure of process for evaluating risks and opportunities relating to climate change	Disclosure of process for evaluating risks and opportunities relating to climate change	Disclosure of process for evaluating risks and opportunities relating to climate change	In the context of the Group Risk Management System and the Policy, the Group companies examine and monitor risks and opportunities, including those related to climate change and that may affect their activities	75	✓
A-E3	Waste Management	Total amount of hazardous and non-hazardous waste generated, in tons, and the percentage of waste by type of treatment, in percentage (%)	Qualitative	(-)	(-)	Reported	Reporting of amounts relating to collection and recycling of paper / plastics / batteries / lamps / devices / elastics	79	✓
SS-E1	Emissions Strategy	Description of long as well as short term strategies in relation to the management, mitigation and performance targets of its emissions strategy	Qualitative	(-)	Reported	Reported	The Group monitors and undertakes actions to improve overall environmental footprint and has announced its ESG Strategic Goal for Emissions reductions 40% by 2030 and Net Zero by 2050	33-34, 75-78	✓
SS-E7	Critical Materials	Description of the Management Approach in relation to critical materials used	Qualitative	(-)	Reported	Reported	The Group complies with the legal requirements for the management, use and storage of chemicals and other hazardous substances and does not market or use, chemical or other hazardous substances, subject to national or international regulations	75	✓

Society

ID ⁽⁴⁾	Metric Title	Metric Description	Measurement Unit	2019	2020	2021	Comments	Reference in Sustainability Report 2021 (page) ⁽²⁾	External Assurance ⁽³⁾
C-S1	Stakeholder Engagement	Description of the key stakeholder groups identified by the organization and analysis of the methodologies utilised for engaging with them	Qualitative	Reported	Reported	Reported		37	✓
C-S2	Female Employees	Percentage of female employees	Percentage (%)	31	31	31		60	✓
C-S3	Female Employees in Management Positions	Percentage of female employees in management positions as percentage of 10% employees in management positions (those in high earning positions)	Percentage (%)	19	21	20		60	✓
C-S4	Turnover Rates	Full time employee voluntary turnover rate	Percentage (%)	9	7,3	13,7		58	✓
		Full time employee involuntary turnover rate	Percentage (%)	1,5	1,3	1,9	In the 2020 Report FT involuntary turnover had been reported at 0,9% which referred to the 5 reporting companies but the correct figure for the whole Group is 1,3%	58	✓
C-S5	Employee Training	Average training hours undertaken by the organization during the reporting period by employee seniority - 10% of highest earning employees	Number of hours	31	17	19	During 2020-2021 training programs have been affected due to the limitations of the pandemic COVID-19	63	✓
		Average training hours undertaken by the organization during the reporting period by employee seniority -90% of lowest earning employees	Number of hours	14	7	9	During 2020-2021 training programs have been affected due to the limitations of the pandemic COVID-19	63	✓
C-S6	Human Rights Policy	Description of Human Rights Policy and fundamental principles	Qualitative	Reported	Reported	Reported	Human Rights and Diversity Policy	59	✓
C-S7	Collective Bargaining Agreements	Total number of employees covered by collective bargaining agreements	Percentage (%)	71	76	100	Individual Employment Contracts are signed in the Group companies, which exceed the minimum requirements of the collective agreements, while in ACS there is also an Operational Collective Labor Agreement (concerning approximately 24% of the total employees of the Group while the remaining 76% is covered by Individual Labor Agreements)	60	✓
A-S1	Sustainable Economic Activity	Indicator requires the reporting organisation to disclose its sustainable economic activity, more specifically its turnover, CapEx and OpEx, generated from assets, products and services which qualify as environmentally sustainable under Articles 3 and 9 of the Taxonomy Regulation, in percentage (%)	Percentage (%)	(-)	(-)	30,2	For 2021 the reporting regards the Groups eligible activities based on the guidelines of the EU Taxonomy	30	✓
A-S2	Employee Training Expenditure	Total expenditure spent for employee training	Euros	423.982	161.093	287,521	During 2020-2021 training programs have been affected due to the limitations of the pandemic COVID-19	62	✓
A-S3	Gender Pay gap	Pay difference between male and female employees	Percentage (%)	-27	-1,6	-1,1	2020 and 2021 refer to the gender pay difference as the weighted average between full time men and women at each grade level	60	✓
A-S4	CEO - Employee Pay ratio	Ratio of total annual compensation to CEO with average annual employee pay		[52:1]	[69:1]	(-)		(-)	(-)
SS-S4	Labor Law Violations	Total amount of monetary losses as a result of Labor Law violations	Euros	0	0	0		59	✓
SS-S5	Data Security and Privacy fines	Total amount of monetary losses as a result of Labor Law violations	Euros	0	0	0		51	✓
SS-S8	Customer Satisfaction	Disclosure of Customer Satisfaction Survey Results	Qualitative	(-)	Reported	Reported		67	✓
SS-S9	Customer Greivance Mechanism	Description of key operations and procedures relating to Customer Greivance Mechanism	Qualitative	(-)	Reported	Reported		67	✓

Governance

ID ⁽⁴⁾	Metric Title	Metric Description	Measurement Unit	2019	2020	2021	Comments	Reference in Sustainability Report 2021 (page) ⁽²⁾	External Assurance ⁽³⁾
C-G1	Board Composition	Indicator requires the reporting organisation to disclose the composition of its BoD	Qualitative	Reported	Reported	Reported		46-47	✓
C-G2	Sustainability Oversight	Description of level of Board oversight over Sustainability issues and at what level Sustainability issues are discussed between Management at the BoD Committee meetings	Qualitative	Reported	Reported	Reported	The BoD of Quest Holdings is supported by the Committee for Sustainable Development	47-49	✓
C-G3	Materiality	Description of the Materiality Assessment Process	Qualitative	Reported	Reported	Reported	Materiality Assessment was undertaken for the Quest Group and separately for each of its 4 largest companies Info Quest Technologies, Uni Systems, iSquare και ACS using the GRI Standards guidelines	40-41	✓
C-G4	Sustainability Policy	Indicator requires the reporting organisation to disclose whether the organisation holds a sustainability policy or not	Qualitative	Reported	Reported	Reported	Group Sustainability Policy	49	✓
C-G5	Business Ethics Policy	Description of Policy and fundamental principles of business ethics applied	Qualitative	Reported	Reported	Reported	Business Ethics Policy	49	✓
C-G6	Data Security Policy	Description of Policy and fundamental principles of data security applied	Qualitative	Reported	Reported	Reported	Information Security Policy	50	✓
A-G1	Business Model	Description of the Business Model and the Value Creation Process	Qualitative	Reported	Reported	Reported	The Quest Group applies the Business Model for Value Creation <IR> for Sustainability Management	24	✓
A-G2	Business ethics violations	Indicator requires the reporting organisation to disclose the total amount of monetary losses as a result of business ethics violations, in Euros (€)	Euros	0	0	0		48	✓
A-G3	ESG Targets	Disclosure of the short, medium and long term targets made in line with the strategic ESG goals	Qualitative	Reported	Reported	Reported	During 2022 the long-term ESG strategy and goals have been announced for the Group	10, 33	✓
A-G4	Variable Pay	Percentage of senior executives salary variable	Percentage (%)	(-)	16	21	In the Report 2020 the figure reported 23% did not include annual bonus and has been modified for that year	58	✓
A-G5	External Assurance	Description of the external assurance undertaken for the ESG data reported	Qualitative	Reported	Reported	Reported	External Assurance of the ESG data reported was carried out by an independent external body [TUV HELLAS (TUV NORD)] for compliance with the ATHEX Guide 2022 for ESG Disclosures	5, 330	✓
SS-G1	Whistleblower policy	Indicator requires the reporting organisation to disclose whether the organisation holds a whistleblower policy or not	Qualitative	(-)	(-)	Reported	The Group has a Process for Managing Complaints/Non-Compliance Incidents, which is included in the Policy titled "Regulatory Compliance System". A Whistleblowing policy was approved by the Quest Holdings Board in 2022	49	✓
SS-G2	Critical Risk Management	Indicator requires the reporting organisation to disclose its systems, processes and mechanisms in place to identify and mitigate catastrophic risks as a result of the organisation's activities or business operations	Qualitative	Reported	Reported	Reported	Enterprise Risk Management. The implementation of Risk Management is coordinated by the Risk Management Committee of Quest Holdings, under the supervision of the Audit Committee	49	✓
SS-G3	Systemic risk management	Indicator requires the reporting organisation to disclose its systems, processes and mechanisms in place to reduce its contributions to systematic risks and improve safeguards that mitigate systemic failure	Qualitative	Reported	Reported	Reported		50	✓

1. Guide to ESG Information Disclosure 2022 Athens Stock Exchange (<https://www.athexgroup.gr/esg-reporting-guide>)

2. Quest Group Sustainable Development 2021 Report (<https://www.quest.gr/en/corporate-social-responsibility/our-progress>)

3. QUEST Holdings SA appointed TUV HELLAS (TUV NORD) SA with the external audit of the data presented in the ESG Table, based on the ESG 2022 Athens Stock Exchange Information Disclosure Guide, which covers the period from 1/1/2021 to 31/12/2021

4. C=Core Indicators, A= Advanced Indicators, SS = Sector Specific Indicators